

VOIP841



[www.philips.com/support](http://www.philips.com/support)

EN Telephone

**WARNING** Never use non-rechargeable batteries.

**PHILIPS**



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# 1 Important safety information

Take time to read this user manual before you use your Telephone. It contains important information and notes regarding your Telephone.

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## 1.1 Power requirements

- This product requires an electrical supply of 120 V AC for North America and 230 V AC for Europe. Observe the electrical ratings and other markings on the power adapters and make sure they are appropriate for use with the outlet supply.
- In case of power failure, the communication can be lost as well as the date and time settings.
- The Electrical network is classified as hazardous. The only way to power down the charger is to unplug the power supply from the electrical outlet. Ensure that the electrical outlet is always easily accessible.

### Warning

- Use only the mains adapter supplied with this equipment. Incorrect adapter polarity or voltage can seriously damage the unit.
- Do not allow the charging contacts or the battery to come into contact with conductive materials.
- Do not allow the handset to come into contact with liquids or moisture.
- Never use any other battery than the one delivered with the product or recommended by Philips: risk of explosion.
- Always use the cables provided with the product.
- Handsfree activation could suddenly increase the volume in the earpiece to a very high level: make sure the handset is not too close to your ear.
- This equipment is not designed to make emergency calls when the power fails.

Alternative arrangements should be made for access to emergency services.

- No Emergency Calls for Skype line. Skype is not a replacement for your ordinary telephone and cannot be used for emergency calling.
- Do not open the handset, base unit or charger. This could expose you to high voltages.
- There is a slight chance that your product could be damaged by an electrical storm. Unplug the product from the power supply and telephone socket during a storm.
- Do not use the handset in an explosive hazard area such as where there is gas leaking.
- Do not use this product near intensive care medical equipments or by persons with pacemakers.
- This product can interfere with electrical equipment such as answering machine, television, radio, and computers if placed too close. Put the base unit at least one meter from such appliances.

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## 1.2 Digital security system

Your cordless phone uses a digital security system to protect against false ringing, unauthorized access, and charges to your phone line.

There is a unique digital security code programmed in each unit. When the base and the handset are powered up the first time, the handset automatically links with the base ready for normal and secure use. If you have purchased additional accessory handset(s), you will need to follow the registration procedure in "Handset Registration" in this manual to maintain intact the digital security.

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## 1.3 Hearing aid compatibility (HAC)

This telephone system meets FCC and Industry Canada standards for Hearing Aid Compatibility.

Please note that this telephone works by sending radio signals between the base unit and the handset. These signals may interfere with some hearing aids, causing a humming noise.

## 1.4 Noise

Electrical pulse noise is present at one time or another. This is most intense during electrical storms. Certain kinds of electrical equipment, such as light dimmers, fluorescent bulbs, motors, fans, etc., also generate pulse noise.

Because radio frequencies are susceptible to this, you may on occasion hear pulse noise through the base unit. This is usually only a minor annoyance and should not be interpreted as a defect of the unit. Humming noise, if present in hearing aid through the handset, falls into the same category.

## 1.5 Software licences

This product contains open source software packages. An overview of these packages, the licences and/or notices that apply to them, and the source code for a number of these packages are available in the on-line product documentation, which is visible on [www.philips.com/support](http://www.philips.com/support).

## 1.6 Conformity

We, Philips declare that the product is in compliance with the essential requirements and other relevant provisions of R&TTE Directive 1999/5/EC.

You can find the Declaration of Conformity on [www.philips.com/support](http://www.philips.com/support).

## 1.7 Recycling and disposal

Disposal instructions for old products:

The WEEE directive (Waste Electrical and Electronic Equipment Directive ; 2000/96/EC) has been put in place to ensure that products are recycled using best available treatment, recovery and recycling techniques to ensure human health and high environmental protection.

Your product is designed and manufactured with high quality materials and components, which can be recycled and reused.

Do not dispose of your old product in your general household waste bin.

Inform yourself about the local separate collection system for electrical and electronic products marked by this symbol.



Use one of the following disposal options:

- Dispose of the complete product (including its cables, plugs and accessories) in the designated WEEE collection facilities.
- If you purchase a replacement product, hand your complete old product back to the retailer. The shop should accept it as required by the WEEE directive.

Disposal instructions for batteries:

Batteries should not be disposed of with general household waste.



Packaging information:

Philips has marked the packaging with standard symbols designed to promote the recycling and appropriate disposal of your eventual waste.

A financial contribution has been paid to the associated national recovery & recycling system.



The labeled packaging material is recyclable.



## 1.8 Warranty

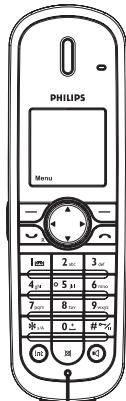
The warranty informations are available on [www.philips.com/support](http://www.philips.com/support)

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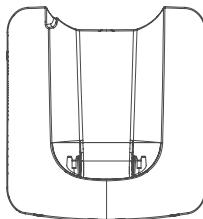
## 2 Your phone

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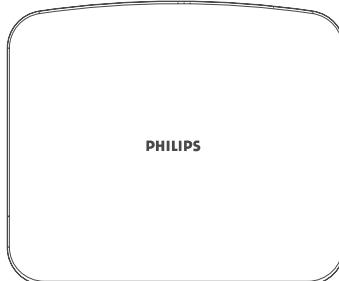
### 2.1 What's in the box



One telephone handset



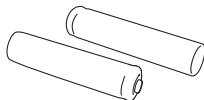
Charger



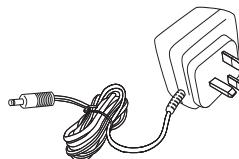
Base unit



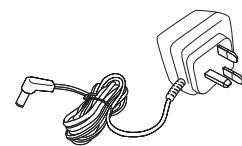
One handset battery cover



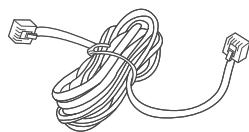
Two NiMH AAA 750mAh batteries



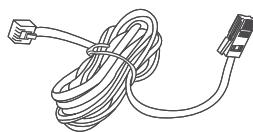
One base power adapter



One charger power adapter



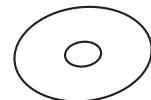
One telephone line cord



One blue Ethernet cable (with RJ45 connector)



Quick start guide



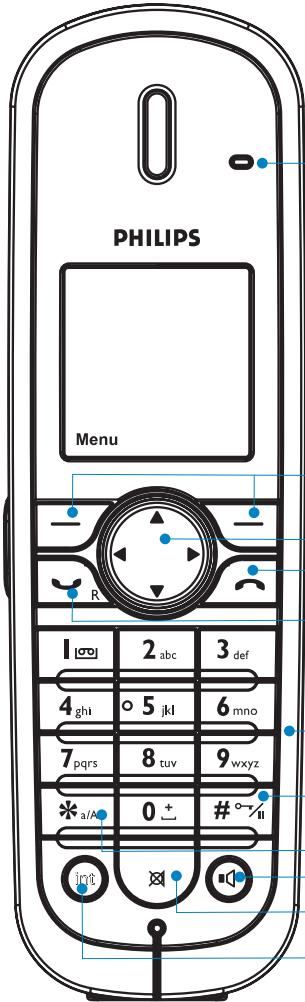
User manual on CDROM

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### 2.2 What else will you need

- A telephone line and an Internet connection (High speed Internet 512kb minimum recommended).
- Also needed is a router or a modem-router with a free ethernet port.

## 2.3 Overview of the phone



### A Handset Indicator

Lit when call in progress.

Blink when receiving a call or new voicemail(s).

### B Soft keys

Use to perform function displayed above the key.  
It is displayed as text in a box (i.e **Menu**) in this guide.

### C Navigation keys

**Left/Right:** To move the cursor or to change selection.

**Up:** Shortcut to Skype Change Status menu.  
To scroll up menu items or to increase the ringer and receiver volume.

**Down:** Shortcut to All Calls List.

To scroll down menu items or to reduce the ringer and receiver volume.

### D End and On/Off key

To end a call or to exit menus. To power on the handset or to enter the power menu.

### E Talk and Recall key

To make and receive calls. To send flash signal for landline calls.

### F Digit keys

To enter digits and characters.

### G Pound, Keylock and Pause key

To enter character # or to insert a pause. In idle mode, press to lock the keypad or to display the symbols matrix.

### H Star and Text edit key

Short press to insert \*.

Long press to enter editing mode.

### I Loudspeaker

During a call, the loudspeaker can be switched on/off.

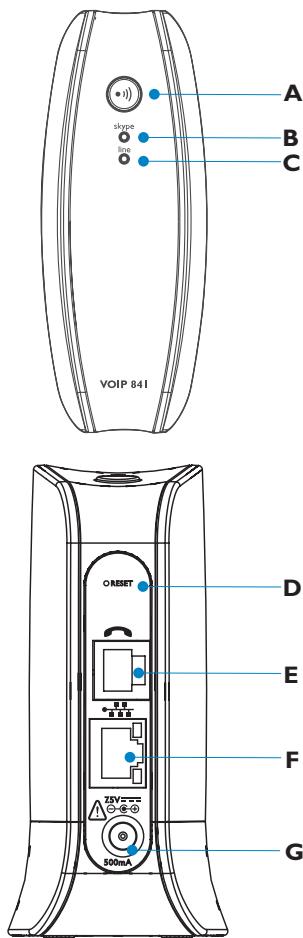
### J Mute key

To mute/un-mute the handset microphone during a call.

### K Call Transfer/Intercom

To initiate an internal call (a second handset is needed to initiate an internal call).

## 2.4 Overview of the base



### A Page key

To find handset(s) or to register handset(s).

### B Skype line indicator

Blink when receiving a Skype line call.

Lit when Skype line is in use.

### C Landline indicator

Blink when receiving a landline call.

Lit when landline is in use.

### D Reset button

Short press to reset the power.

Long press for 5 seconds and then release to reset to factory default settings.

### E Telephone (Landline) jack

Connect to the landline.

### F Ethernet jack

Connect to the Internet.

### G Power jack

Connect to the power supply.

## 2.5 Display icons

Each icon gives you a visual message of what is happening on your handset.

- Signal strength
- Call in progress
- Speaker on
- Ringer Off
- New missed call
- Skype network alert
- Handset lost link
- Battery level
- Line on hold
- Microphone muted
- New voicemail
- New request waiting
- Keypad locked

---

## 2.6 Menu operation

Your phone offers a variety of features and functions grouped in the menus.

The main menu includes the Contacts, History, Status, Add Contact, Search, Services, and Settings menu. Menu overview see page 36.

- Press  to enter the main menu.
- Press  to view the contact list.
- Press  to enter the **Change Status** menu.
- Press  to enter the **All Calls** list.

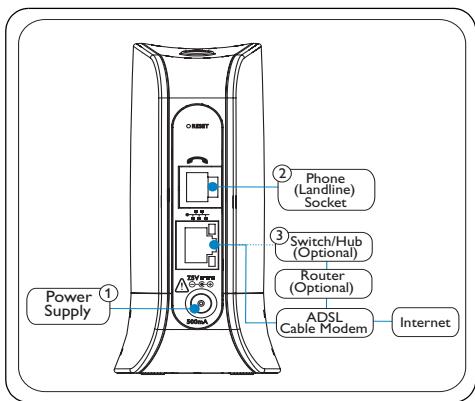
### Tip

Use  (Up or Down) to navigate the menus.

Press  to exit from any menu instantly. All unconfirmed changes will not be saved.

## 3 Getting started

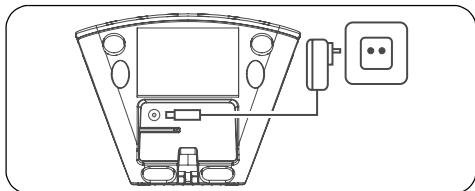
### 3.1 Connect the base



- 1 Insert the plug of the base power adapter into the socket on the side of the base unit. Plug the power adapter into your power outlet.
- 2 Connect one end of the Ethernet cable to the Ethernet socket on the side of the base unit. Plug the other end to an ADSL/Cable modem or a router or a switch/hub connected to the Internet.
- 3 Connect the telephone line cord to the phone socket on the side of the base unit and the wall phone socket using the proper socket phone adapter provided in the box.

### 3.2 Connect the charger

- 1 Insert the plug of the charger power adapter into the socket on the bottom of the charger.



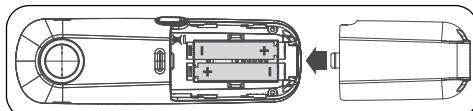
- 2 Plug the power adapter into your power outlet.

### 3.3 Insert the batteries

- 1 Place the two rechargeable batteries (included) into the battery compartment.

#### ⚠ Warning

Verify the batteries polarity when inserting the batteries. Incorrect polarity may damage the product.



- 2 Slide the battery door firmly into place.

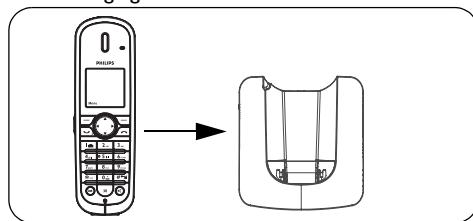
#### ⚠ Warning

RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. USE RECOMMENDED TYPE SUPPLIED WITH THIS PRODUCT. NEVER USE NON-RECHARGEABLE BATTERIES.

#### 3.3.1 Place the handset on the charger

Place the handset on the charger. The power supply of the charger must be connected to the power outlet.

- The battery icon appears on the screen: charging has started.



#### >Note

Leave the handset(s) on the charger for at least 14 hours before first use.

#### >Note

If the batteries are completely exhausted, the product will not be able to power-on immediately. Handset may get warm during initial charge. This is normal.

### 3.3.2 Verify the battery level

The battery icon displays the current battery level:

 100% full

 60% full

 30% full

 Empty. Require charging.

Your handset may power down shortly if it is not charged after the battery is empty.

#### Note

If you are on the phone while the battery is nearly empty, you will hear warning tones. Your call maybe cut off shortly after the warning.

### 3.4 Settings before first use

At first start up, you will be asked to set the language, accept an agreement, select the country where the phone is to be used and set the area code.

#### 3.4.1 Set the language

This setting determines the display language for the menus and messages.

- 1 Scroll  to the language you want.
- 2 Press  to confirm.

#### Note

If you need to re-set the language, see "Set the display language", page 26.

#### 3.4.2 Review the agreement

Read the agreement carefully. It is necessary you understand and accept the terms and conditions of the agreement before using the phone.

- 1 Press  (Up or Down) to scroll through the agreement.
- 2 Press  to accept the agreement and proceed.

#### Warning

If you do not accept the agreement, you will not be able to use the phone.

### 3.4.3 Select your country

It is necessary to select the correct country where the phone is to be used. This makes sure that the phone will work properly according to your country's standards.

- 1 Scroll  to your country name.
- 2 Press  to confirm.
  - When a country is selected, the phone will reset and update the international calling code of the selected country (example, 33 for France). It will power up automatically after a few seconds.

#### Note

The phone is best configured for the available countries in the list. If you don't see your country name in the list you can enter your country's international calling code by selecting "OTHERS" at the bottom of the list. Please refer to the country codes list on page 34 to see your country's international calling code.

If you need to re-select the country, see "Set your country code", page 30.

#### 3.4.4 Set your area code

After setting your country code, you need to set the correct area code for returning local, national, or international calls received on the Landline. This function is not for all countries, please refer to glossary for area code functionality, see page 39.

- 1 Enter the area code. Use  to correct typing errors.
- 2 Press  to confirm.
  - Your phone needs to reset and update the information. It will power up automatically after a few seconds.

#### Note

If you need to re-configure your area code setting, see "Area code management", page 27.

### 3.5 Standby mode

Your phone is in standby mode when it is idle. The standby screen displays your Skype status icon, your Skype ID (if available), the handset

number, the system time, the signal icon, and the battery icon. When the handset is not on the charger, the backlight goes off. This is a normal status.

### 3.6 Register the handset

Registration allows communication between the base unit and handset(s). If the handset cannot communicate with its base, you will not be able to make any call or use many of the functions and features on the phone.

#### >Note

Your handset should be already registered on the base unless you have de-registered a handset.

If the handset displays **Unregistered**, follow the steps below to register the handset.

#### Warning

Make sure you have configured the language, country code, and area code of your phone before registering additional handsets.

- 1 Press **Reg.**. Register shall be highlighted.
- 2 Scroll to **Register**. Press **Select**.
- 3 Enter the system PIN (Default: 0000). Use **Clear** to correct typing errors.
- 4 Press **Enter** to confirm.
  - Your handset starts searching for the base.
- 5 Press  on the base unit until the two indications turn off.
  - If registration is successful, the signal icon  displays steadily.

#### Tip

If registration failed, repeat the above procedure.

#### Note

The base can register up to 4 handsets, then the base unit registration memory is full. If you attempt to register an additional handset, the registration process will be aborted. You can use additional base units, see "Register your handset(s) with additional base", page 30.

#### 3.6.1 Verify the signal strength

The signal icon  displays the link status between the handset and the base unit.

Signal icon : The handset and base unit are linked. They can communicate.

No signal icon : The handset and base unit have lost link. They are not able to communicate. Take your handset closer to the base unit to reconnect the link.

If you move too far away from the base unit while you are on the phone, you will hear warning tones notifying you that the handset is almost out of range - lost link. Take the handset closer to the base unit or your call will be cut off shortly after the warning.

#### Note

If your handset has lost link, you will not be able to make or receive any call. In addition, you will not be able to carry out many of the phone functions and features.

### 3.7 Turn the handset ON/OFF

#### 3.7.1 Turn the handset ON

Press .

- The handset may take a few seconds to power up.

#### 3.7.2 Turn the handset OFF

- 1 Press and hold  for 2 seconds.
  - The power menu is displayed.
- 2 Scroll to **Switch Off**. Press **Select**.
  - The handset is switched off.

#### Note

The handset cannot receive any call if the power is switched off.

### 3.8 Set the clock

Your phone has a calendar and digital clock. Set the date and time before initial use of the phone.

#### Note

After resetting the phone, you may have to set the date and time again.

#### Tip

Use  (Up or Down) to navigate the menus.

### 3.8.1 Select the time zone

- 1 Press **Menu**.
- 2 Scroll to **Settings**. Press **Select**.
- 3 Scroll to **Time & Date**. Press **Select**.
- 4 Scroll to **Time Zone**. Press **Select**.
- 5 Scroll to the time zone you want.
- 6 Press **OK** when finished.
  - *The new setting is saved.*

#### ≡ Note

Once you have connected to the internet, your phone will update the clock automatically according to your time zone setting.

### 3.8.2 Select the date format

- 1 Press **Menu**.
- 2 Scroll to **Settings**. Press **Select**.
- 3 Scroll to **Time & Date**. Press **Select**.
- 4 Scroll to **Date Format**. Press **Select**.
- 5 Scroll to the date format you want.
- 6 Press **OK** when finished.
  - *The new setting is saved.*

### 3.8.3 Set the date

#### ≡ Note

If you use this menu to set the date manually, your phone will use this new setting, and stop automatic update until the base power is reset.

- 1 Press **Menu**.
- 2 Scroll to **Settings**. Press **Select**.
- 3 Scroll to **Time & Date**. Press **Select**.
- 4 Scroll to **Date**. Press **Select**.
- 5 Use the digit keys to enter the Month/Day/Year.
- 6 Press **OK** when finished.
  - *The new setting is saved.*

### 3.8.4 Select the date separator

The date separator is a symbol such as a slash that separates the month, day, and year (i.e. 08/25/2006). Your phone supports 3 styles (/ : .).

- 1 Press **Menu**.
- 2 Scroll to **Settings**. Press **Select**.
- 3 Scroll to **Time & Date**. Press **Select**.

- 4 Scroll to **Date Separator**. Press **Select**.
- 5 Scroll to the date separator you want.
- 6 Press **OK** when finished.
  - *The new setting is saved.*

### 3.8.5 Select daylight time

- 1 Press **Menu**.
- 2 Scroll to **Settings**. Press **Select**.
- 3 Scroll to **Time & Date**. Press **Select**.
- 4 Scroll to **Daylight Time**. Press **Select**.
- 5 Scroll to the new setting.
- 6 Press **OK** when finished.
  - *The new setting is saved.*

### 3.8.6 Select the time format

- 1 Press **Menu**.
- 2 Scroll to **Settings**. Press **Select**.
- 3 Scroll to **Time & Date**. Press **Select**.
- 4 Scroll to **Time Format**. Press **Select**.
- 5 Scroll to the time format you want.
- 6 Press **OK** when finished.
  - *The new setting is saved.*

### 3.8.7 Set the time

#### ≡ Note

If you use this menu to set the time manually, your phone will use this new setting, and stop automatic update until the base power is reset.

- 1 Press **Menu**.
- 2 Scroll to **Settings**. Press **Select**.
- 3 Scroll to **Time & Date**. Press **Select**.
- 4 Scroll to **Time**. Press **Select**.
- 5 Use the digit keys to enter the Hour/Minute.
- 6 Press **OK** when finished.
  - *The new setting is saved.*

### 3.8.8 Select the time separator

The time separator is a symbol such as a colon that separates the hour and minute (i.e. 18:30). Your phone supports 2 styles (: .).

- 1 Press **Menu**.
- 2 Scroll to **Settings**. Press **Select**.
- 3 Scroll to **Time & Date**. Press **Select**.

- 4** Scroll to **Time Separator**. Press **Select**.
- 5** Scroll to the time separator you want.
- 6** Press **OK** when finished.
  - *The new setting is saved.*

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## 4 Skype® and Skype tools

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### 4.1 What is Skype®?

Skype® is a little piece of software that lets you make free Internet calls to your friends all over the world.

#### ⚠ Warning

No Emergency Calls. Skype is not a replacement for your ordinary telephone and cannot be used for emergency calling.

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### 4.2 Other Skype products

You can talk to anyone over the Internet for free with Skype, and you will always be able to do that. There are some other useful things you can do on Skype that are not free (but they are pretty cheap, actually).

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#### 4.2.1 SkypeOut™

SkypeOut is a cheap way to call out from Skype to landlines and mobile phones. You can also use SkypeOut when you are on the move, to forward your Skype calls to any phone.

---

#### 4.2.2 Skypeln™ with free Skype Voicemail™

Skypeln is a number your friends can call you from any phone. You answer in Skype. You can get numbers in one or more of the places offered, and receive calls in Skype from anywhere in the world.

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#### 4.2.3 Skype Voicemail™

Skype Voicemail takes your calls when you are busy or offline.

---

### 4.3 Common terminologies

These are some of the Skype terminologies used in this user guide.

- **Outgoing call:** When A calls B.
- **Incoming call:** When A receives a call from B.
- **Missed call:** When A receives a call from B but fails to answer it.
- **SkypeOut:** Calling regular landline or mobile phone from Skype.
- **Skypeln:** Calling a regular number which connects the call to a Skype account.
- **Skype credit:** Skype credit allows you to purchase a number of different products and services from Skype. Skype credit can be used to place SkypeOut calls and purchase a Skypeln subscription.

#### ✳ Tip

All information obtained from Skype content guideline and website. For more information, visit [skype.com](http://skype.com).

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### 4.4 Skype Tools

This section describes the Skype tools that you can access from this phone.

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#### 4.4.1 Sign in automatically

You can set your phone to automatically sign into your Skype account every time the base unit powers up.

- 1 Press **Menu**.
- 2 Scroll to **Settings**. Press **Select**.
- 3 Scroll to **General**. Press **Select**.
- 4 Scroll to **Auto Sign In**. Press **Select**.
- 5 Select the new setting you want.
- 6 Press **OK**.
  - *The new setting is saved.*

---

#### 4.4.2 Change your Skype status

- 1 Press **Menu**.
- 2 Scroll to **Status**. Press **Select**.
- 3 Scroll to **Change Status**. Press **Select**.
- 4 Scroll to the new setting.
- 5 Press **Select**.
  - The new setting is saved.

##### Tip

You can also use the Shortcut to access the Change Status Menu: In standby press  (Up).

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#### 4.4.3 Verify your SkypeOut credits

Your Skype credit is displayed during standby.

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#### 4.4.4 Change your Skype password

Your password provides security to your Skype account, and it ensures no one can access your account. This password is different from the system PIN of this phone.

- 1 Press **Menu**.
- 2 Scroll to **Settings**. Press **Select**.
- 3 Scroll to **General**. Press **Select**.
- 4 Scroll to **Change Passwd**. Press **Select**.
- 5 Enter your password. Press **OK**.
- 6 Enter your new password. Press **OK**.
- 7 Repeat your new password and press **OK**.
  - The new setting is saved.

---

#### 4.4.5 Update Skype software

- 1 Press **Menu**.
- 2 Scroll to **Settings**. Press **Select**.
- 3 Scroll to **Advanced**. Press **Select**.
- 4 Scroll to **SW Update**. Press **Select**.
- 5 Follow the on-screen instruction.

---

#### 4.4.6 Activate auto update

You can program your phone to notify you of new Skype software update. This will save you time and energy to check for new update manually.

#### Note

Regardless of your auto update setting, your phone will notify you of any new Skype required update. You must accept any required update to continue using the phone.

- 1 Press **Menu**.
- 2 Scroll to **Settings**. Press **Select**.
- 3 Scroll to **Advanced**. Press **Select**.
- 4 Scroll to **Auto Update**. Press **Select**.
- 5 Scroll to the new setting you want.
- 6 Press **Select**.
  - The new setting is saved. Your phone will notify you when there is new Skype software update.

#### Note

After activating auto update, your phone displays a notification message when there is a new update. Press **OK** to install the update now. Press **Later** to have your phone remind you again at a later time.

## 5 Using your phone

### 5.1 Call

Your phone supports both Skype line and PSTN landline calls. A Skype call is a call using the Skype line. A landline call is a call using your regular phone line.

#### >Note

This telephone is not designed for making emergency telephone calls when the power fails. Alternative arrangements should be made for access to emergency services.

#### \* Tip

Use (Up or Down) to navigate in the menus.

#### 5.1.1 Make a call

- 1 Press for the landline.
- 2 Enter the phone number.
  - The number is dialed out on the landline.

#### >Note

Check the signal strength before making a call and during a call. For details, see "Verify the signal strength", page 11.

#### 5.1.2 Assign a preferred line

A preferred line is the line of priority for SkypeOut contact. After setting the preferred line, all SkypeOut contacts (except from the outgoing call list) will always be dialed out from the preferred line when you press .

- 1 Press .
- 2 Scroll to **Settings**. Press .
- 3 Scroll to **Call Settings**. Press .
- 4 Scroll to **Preferred line**. Press .
- 5 Scroll to the setting you want.
- 6 Press
  - The new setting is saved.

#### 5.1.3 Pre-dial

- 1 Enter the phone number or Skype contact name.

#### >Note

Press and hold to enter alphanumeric mode during standby. You can enter any Skype contact name you want to call. For details, see "Text and number entry", page 24.

#### \* Tip

- Press to erase a digit.
- Use Left and Right to move the cursor.
- Press and hold to enter a pause after a digit has been entered. displays on the screen.

2 Press

- The number is dialed out on the preferred line. For details on preferred line, see "Preferred line", page 28.
- During a call, the call timer displays the talk time of your current call.

#### \* Tip

You can also use the SkypeOut Shortcut: Press twice to call from SkypeOut. The preferred line setting will be ignored.

#### 5.1.4 Call from the landline

- 1 Enter the phone number.
- 2 Press .
- 3 Scroll to **Landline**.
- 4 Press .

- The number is dialed out.

#### 5.1.5 Call from SkypeOut

- 1 Enter the phone number. The phone number shall include +, the international calling code, area code, and subscriber number.

#### \* Tip

To insert +: Press and hold **0**.

- 2 Press .
- 3 Scroll to **SkypeOut**.
- 4 Press .

- The number is dialed out.

#### >Note

You need to purchase Skype credit to make SkypeOut calls. Your phone will give you an alert when your account is low on Skype credits or have no credits.

## 5.1.6 Call from the contact list

In idle mode:

- 1 Press **Contact**.
- 2 Scroll to the contact.
- 3 Press .

- *The number is dialed out on the preferred line.*

### Tip

For details on the contact list, see “Contact List”, page 21.

## 5.1.7 Redial the last number

In idle mode:

Press  twice within 1 second.

- *The last number you called is dialed out using the same line as before.*

### Tip

To redial the last landline number: Press , and then press **Redial**. The last number you called using the landline will be dialed out.

## 5.1.8 Call from the outgoing call list

The outgoing call list stores the number(s) you have dialed. The most recent dialed number is stored at the top of the list. For details on the outgoing call list, see “Call History”, page 23.

In idle mode:

- 1 Press **Menu**.
- 2 Scroll to **History**. Press **Select**.
- 3 Scroll to **Outgoing**. Press **Select**.
- 4 Scroll to the number you want.
- 5 Press .

- *The number is dialed out using the same line as before. For example, if you made the call using SkypeOut, the call will be dialed out using SkypeOut again.*

OR

- 5 Press **Options**, and then select **Call** to dial on the preferred line.

## 5.1.9 Call from the call history

Your phone stores the outgoing, incoming, and missed calls. For details, see “Call History”, page 23.

In idle mode:

- 1 Press **Menu**.
- 2 Scroll to **History**. Press **Select**.
- 3 Scroll to the call list you want. Press **Select**.
- 4 Scroll to the record you want.
- 5 Press .

- *The number is dialed out on the preferred line.*

## 5.2 End a call

Press 

OR

place the handset on the charger.

- *The call ends.*

## 5.3 Answer a call

When the phone rings, press .

- *The call is established.*

### Notes

- Caller ID Service: Consult and subscribe from your service provider.
- Missed Call Alert: When a call is missed, your phone displays **You have Missed Calls**. Press **View** for more options.

### Tip

When a Skype call comes in, you can reject the call by pressing **Reject**.

## 5.4 Turn off all the ringers

You can turn off the ringers for all the incoming calls including Skype, landline, and intercom calls. For details on ringer setting, see “Personalize your phone’s sounds”, page 26.

- 1 Press **Menu**.
- 2 Scroll to **Status**. Press **Select**.
- 3 Scroll to **Change Status**. Press **Select**.
- 4 Scroll to **Silent**.
- 5 Press **Select**.

- *All the ringers are turned off.*

### Tip

- You can also use the Change Status Menu Shortcut: Press  (Up) during standby.
- To turn ON all Ringers: Scroll to **Sounds On** in the **Change Status** menu, and press **Select**.

### 5.4.1 Turn off the landline ringer

When a landline call comes in, you can silent the ringer for the current call.

- 1 Press  to turn off the ringer for the current incoming landline call.

## 5.5 Call in progress

This section describes the features that are available during a call.

### 5.5.1 Make a second landline call

#### >Note

The Second Call Service only applies to calls using the landline. Consult and subscribe from your service provider.

- 1 Press .
  - The current caller is put on hold.
- 2 Dial the number you want.
  - The number displays on the screen and is dialed out.
- 3 Press  to toggle between the two callers

**OR**

- 3 Press  to end the current call and return to the other caller.

#### Note

Toggling between two calls is a network and country dependent feature.

### 5.5.2 Answer a second landline call

#### Note

The Second Call Service only applies to calls using the landline. Consult and subscribe from your service provider.

During a landline call, your phone sounds a short beep periodically to notify you of another incoming landline call.

- 1 Press  to answer the call.
  - The first call is put on hold, and you are now connected to the second call.
- 2 Press  to toggle between the two callers

**OR**

- 2 press  to end the current call and return to the other caller.

### 5.5.3 Answer a second Skype call

During a Skype call, your phone sounds a short beep periodically to notify you of another incoming Skype call.

- 1 Press  to answer the call.
  - The first call is put on hold, and you are now connected to the second call.
- 2 Press  to toggle between the two callers

**OR**

- 2 press  to end the current call and return to standby.
  - Your phone will ring to notify you that a caller is being placed on hold.
- 3 Press  to re-establish your call with the on-hold caller.

### 5.5.4 Adjust the earpiece volume

During a call press  (Up or Down) to adjust the volume.

### 5.5.5 Mute / Unmute the microphone

This feature enables you to mute / unmute the microphone. When the microphone is muted, the other party cannot hear you.

During a call, press  to mute the microphone.

- The caller cannot hear you, but you can still hear his voice.

When the microphone is muted, press  to unmute the microphone.

- You can now communicate with the caller.

### 5.5.6 Switch handsfree ON / OFF

#### Warning

Handsfree activation can suddenly increase the volume in the earpiece to a very high level. Make sure the handset is not too close to your ear.

The handsfree features let you talk on the phone without holding onto the handset.

#### Tips

- Use the speaker to involve everyone in the room in the conversation.

- Use the headset to talk privately with the caller.

1 During a call, press .

- *The speaker is turned on. Start talking.*

2 Press  again to turn off the speaker.

### 5.5.7 Use the headset

#### Note

Headset is optional and not provided. A headset with 2.5mm jack and minimum 32 ohm speaker impedance must be used. It is available from retail store.

Plug the headset into the headset jack at the side of your handset.

## 5.6 Intercom and Conference Calls

An intercom call is a call to another handset registered on the same base unit. This function can only be used with a multi-handset configuration. It allows you to make free internal calls, transfer external calls from one handset to another and to use the conference option.

A conference call involves conversation between other handset(s) and outside caller(s).

#### Note

Some of these functions could be unavailable if the extra handset used is not a VOIP841.

#### Tip

Use  (Up or Down) to navigate in the menus.

### 5.6.1 Call another handset

An intercom call can only involve two handsets registered on the same base unit.

In idle mode:

1 Press .

2 Scroll to the handset you want to call.

3 Press .

- *Wait for the other party to answer your call.*

4 Press  to cancel or end the intercom call.

#### Tip

To customize your intercom ringer, see "Personalize your phone's sounds", page 26.

### 5.6.2 Internal call during an external call

While talking on the phone on the Skype line or landline, you can call another handset.

1 Press  during the call.

2 Scroll to the handset you want to call.

3 Press .

- *Wait for the other party to answer your call.*

To return to the external caller:

Press .

- *You are now connected to the external caller.*

### 5.6.3 Call transfer

During a call in progress you can transfer the external call to a specific handset.

1 Press  during the call.

2 Scroll to the handset you want to call.

3 Press .

4 Press  after the other party answers your call.

- *The external call is now transferred to the other handset.*

### 5.6.4 Conference call

Conference call allows one external call to be shared with two handsets registered on the same base. The three people can share the conversation. No operator subscription is needed.

1 Press  during the call with the external caller.

2 Scroll to the handset you want to call.

3 Press .

- *Wait for the other party to answer your call.*

4 Press .

- *You are now on a 3-way conference call.*

5 Press  to end the conference call.

---

## 6 Use more of your phone

---

### 6.1 Voicemails

Your phone supports landline voicemail service and Skype Voicemail™.

#### Tip

Use (Up or Down) to navigate in the menus.

---

### 6.2 Skype Voicemail™

#### Note

For Skype Voicemail™ service consult and subscribe from Skype.

You can record your own greeting. You can play, listen to, or delete a voicemail. In addition, you can return a call or send a voicemail to the caller.

---

#### 6.2.1 Record “My Greeting”

My Greeting is the message people hear before leaving you a voicemail.

In idle mode:

- 1 Press **Menu**.
- 2 Scroll to **Settings**. Press **Select**.
- 3 Scroll to **Call Settings**. Press **Select**.
- 4 Scroll to **Voicemail**. Press **Select**.
- 5 Scroll to **My Greeting**. Press **Select** and then press **Options**.
- 6 Scroll to **Record New**.
- 7 Press **Select** and start recording.

---

#### 6.2.2 Listen to “My Greeting”

In idle mode:

- 1 Press **Menu**.
- 2 Scroll to **Settings**. Press **Select**.
- 3 Scroll to **Call Settings**. Press **Select**.
- 4 Scroll to **Voicemail**. Press **Select**.
- 5 Scroll to **My Greeting**. Press **Select** and then press **Options**.
- 6 Scroll to **Play**.
- 7 Press **Select**.
  - “My Greeting” starts playing.

---

#### 6.2.3 Reset “My Greeting”

You can reset “My Greeting” to the default Skype Voicemail comes greeting.

In idle mode:

- 1 Press **Menu**.
- 2 Scroll to **Settings**. Press **Select**.
- 3 Scroll to **Call Settings**. Press **Select**.
- 4 Scroll to **Voicemail**. Press **Select**.
- 5 Scroll to **My Greeting**. Press **Select** and then press **Options**.
- 6 Scroll to **Reset Default**. Press **Select**.
  - A confirmation request is displayed.
- 7 Press **Yes**.
  - “My Greeting” is reset.

---

#### 6.2.4 Retrieve voicemail(s)

The voicemail icon appears on the screen when you have new voicemail(s).

In idle mode:

- 1 Press **Menu**.
- 2 Scroll to **History**. Press **Select**.
- 3 Scroll to **Voicemails**. Press **Select**.
- 4 Scroll to **Skype VM**. Press **Options**.
- 5 Scroll to the voicemail you want.
- 6 Scroll to **Play**. Press **Select**.
  - Your messages start playing.

---

#### 6.2.5 Return a call

You can return a call to the voicemail sender.

In idle mode:

- 1 Press **Menu**.
- 2 Scroll to **History**. Press **Select**.
- 3 Scroll to **Voicemails**. Press **Select**.
- 4 Scroll to **Skype VM**. Press **Options**.
- 5 Scroll to the voicemail you want.
- 6 Scroll to **Call**. Press **Select**.

---

#### 6.2.6 Send a Skype voicemail

You can return a voicemail to the caller.

In idle mode:

- 1 Press **Menu**.
- 2 Scroll to **History**. Press **Select**.
- 3 Scroll to **Voicemails**. Press **Select**.

- 4 Scroll to **Skype VM**. Press **Select**.
- 5 Scroll to the voicemail you want.
- 6 Scroll to **Send Voicemail**.
- 7 Press **Select**. Start recording after the beep.

### 6.2.7 Delete a Skype voicemail

In idle mode:

- 1 Press **Menu**.
- 2 Scroll to **History**. Press **Select**.
- 3 Scroll to **Voicemails**. Press **Select**.
- 4 Scroll to **Skype VM**. Press **Options**.
- 5 Scroll to the voicemail you want.
- 6 Scroll to **Delete**. Press **Select**.
  - A confirmation request is displayed.
- 7 Press **Yes** to confirm.
  - The voicemail is deleted.

## 6.3 Landline Voicemail indication

### >Note

For landline voicemail service consult and subscribe from your service provider.

The voicemail icon  appears on the screen when you have new voicemail(s) in your mailbox(es).

### 6.3.1 Retrieve voicemail(s)

Call your voicemail service provider to retrieve your voicemail(s). To find out your service provider's number, consult your service provider.

In idle mode:

- 1 Press **Menu**.
- 2 Scroll to **History**. Press **Select**.
- 3 Scroll to **Voicemails**. Press **Select**.
- 4 Scroll to **Landline VMWI**. Press **Select**.
- 5 Scroll to the service provider you want. Press **Options**.
- 6 Scroll to **Call**. Press **Select**.
  - Wait for voice instruction.

### 6.3.2 Edit the service provider number

In idle mode:

- 1 Press **Menu**.

- 2 Scroll to **History**. Press **Select**.
- 3 Scroll to **Voicemails**. Press **Select**.
- 4 Scroll to **Landline VMWI**. Press **Select**.
- 5 Scroll to the service provider you want. Press **Options**.
- 6 Scroll to **Edit** and edit the number.
- 7 Press **Enter**.
  - The new number is saved.

### 6.3.3 Delete the service provider number

In idle mode:

- 1 Press **Menu**.
- 2 Scroll to **History**. Press **Select**.
- 3 Scroll to **Voicemails**. Press **Select**.
- 4 Scroll to **Landline VMWI**. Press **Select**.
- 5 Scroll to the service provider you want. Press **Options**.
- 6 Scroll to **Delete**.
  - A confirmation request is displayed.
- 7 Press **Yes** to confirm.
  - The number is deleted.

### 6.3.4 Clear the voicemail indicator

### Note

This feature does not apply to all models.

After verify your voicemail(s), the voicemail icon  turns off automatically. You can also turn off the voicemail icon manually before you finished checking all your voicemails.

In idle mode:

- 1 Press **Menu**.
- 2 Scroll to **History**. Press **Select**.
- 3 Scroll to **Voicemails**. Press **Select**.
- 4 Scroll to **Clear VMWI**. Press **Select**.
  - A confirmation request is displayed.
- 5 Press **Yes** to confirm.
  - The voicemail icon is cleared.

## 6.4 Contact List

Your phone can store a total of 500 Skype and SkypeOut contacts.

### \* Tip

Use  (Up or Down) to navigate in the menus.

### 6.4.1 View the contact list

In idle mode:

- 1 Press **Contact** to enter the contact list.
- 2 Scroll to the contact you want. If you want to view the profile of the contact, continue to step 3.
- 3 Press **Options**.
- 4 Scroll to **View Profile**. Press **Select**.
  - The profile is displayed.

#### Search a contact by scrolling

While at the contact list, press  (Up or Down) to scroll.

#### Search a contact by entering initial letter

While at the contact list, press the digit key that contains the character that you want to search.

For example, you want to search a contact starting with N. Press [6] twice, all contacts starting with N displays in alphabetical order.

#### ≡ Note

To call from the contact list, see “Call from the contact list”, page 17.

## 6.5 Find a Skype user

You can search for a Skype user that is not on your contact list. After finding the user, you can make a call, view the profile or add the user to your contact list.

In idle mode:

- 1 Press **Menu**.
- 2 Scroll to **Search**. Press **Select**.
- 3 Enter the Skype name or full name of the Skype user. Press **OK**.
  - A list of matching names is displayed.
- 4 Scroll to the user you want, and press **Options** for more functions.

## 6.6 Add a contact

#### ≡ Note

If your contact list is full, a notification displays. Delete unnecessary contact before adding new ones.

### 6.6.1 Add a Skype contact

In idle mode:

- 1 Press **Menu**.
- 2 Scroll to **Add Contact**. Press **Select**.
- 3 Scroll to **Skype**. Press **OK**.
- 4 Enter the Skype name or full name of the Skype user. Press **Enter**.
  - A list of matching names is displayed.
- 5 Scroll to the contact you want. Press **Options**.
- 6 Scroll to **Add to contact**. Press **Select**.
- 7 Edit the request details if you want and press **Enter**.
  - The new contact will be added after the user accepts your request.

### 6.6.2 Add a SkypeOut contact

In idle mode:

- 1 Press **Menu**.
- 2 Scroll to **Add Contact**. Press **Select**.
- 3 Scroll to **SkypeOut**. Press **OK**.
- 4 Enter the name of the SkypeOut user. Press **Enter**.
  - A list of matching names is displayed.
- 5 Enter the number in this format (+, international calling code, area code, and the phone number).
- 6 Press **OK**.
  - The new contact is saved.

#### ≡ Note

Contacts with identical numbers cannot be saved.

## 6.7 Manage your contacts

You can rename, block or remove each contact on your contact list.

### 6.7.1 Rename a contact

You can change the display name of a contact.

- 1 Select the contact on your contact list and press **Options**.
- 2 Scroll to **Rename**. Press **Select**.
- 3 Edit the name. Use **Clear** to make corrections.

---

**4** Press **OK**.  
• *The edited contact is saved.*

### 6.7.2 Block / un-block a contact

You can block a user from contacting you and vice versa. You will always appear as offline to the user that you have blocked.

- 1** Select the contact on your contact list and press **Options**.
- 2** Scroll to **Block**. Press **Select**.  
• *A confirmation request is displayed.*
- 3** Press **Yes** to confirm.  
• *A request to remove the contact is displayed.*
- 4** Press **Yes** to remove the contact from the contact list

#### OR

- 4** Press **No** to leave the contact in the contact list.

#### Un-block a contact

In idle mode:

- 1** Press **Menu**.
- 2** Scroll to **Settings**. Press **Select**.
- 3** Scroll to **Privacy**. Press **Select**.
- 4** Scroll to **Blocked Users**. Press **Select**.
- 5** Scroll to the contact you want to un-block.  
Press **Options**.
- 6** Press **Unblock**.  
• *The contact is unblocked.*

---

### 6.7.3 Remove a contact

- 1** Select the contact on your contact list and press **Options**.
- 2** Scroll to **Remove**. Press **Select**.  
• *A confirmation request is displayed.*
- 3** Press **Yes** to confirm.  
• *The contact is removed.*

---

## 6.8 Call History

Your phone stores the call history composed of four lists:

- **All**: Include all missed, incoming, and outgoing calls.
- **Missed**: Calls that you received but did not answer.

• **Incoming**: Calls that you received and answered.

• **Outgoing**: Calls that you made.

A call history record is saved for each call and includes information of the caller name, number, call time, and date.

Your phone also saves a history of received Skype voicemail, new request(s), and landline voicemail.

#### Notes

- Your phone will not store any call history if you are not signed in to Skype.
- When you sign out from Skype, your phone clears all the call history, voicemails, and new requests saved under your account. When you or another user signs in to Skype again, your phone starts saving the new call history under the signed-in account.

---

### 6.8.1 View the call records

In idle mode:

- 1** Press **Menu**.
- 2** Scroll to **History**. Press **Select**.
- 3** Scroll to the call list you want. Press **Select**.
- 4** Scroll to the call record you want.

#### View the details of a call record

- 1** Select a call record and press **Options**.
- 2** Scroll to **Details**. Press **Select** to view the details.

---

### 6.8.2 Call from the Call History

#### Return a call

To return a call from the missed or incoming call lists, see “Call from the call history”, page 17.

#### Redial a call

To make a call that you have made previously, see “Call from the outgoing call list”, page 17.

#### Send a Skype voicemail

- 1** Select a call record and press **Options**.
- 2** Scroll to **Send Voicemail**. Press **Select**.
- 3** Start recording your message after the beep.
- 4** Press  to end the call.

### 6.8.3 Save a call record to your contact list

#### Save a Skype contact

- 1 Select a call record and press **Options**.
- 2 Scroll to **Add To Contact**. Press **Select**.
  - The record is saved.

#### Save a SkypeOut contact

- 1 Select a call record and press **Options**.
- 2 Scroll to **Add To Contact**. Press **Select**.
- 3 Edit the name if necessary. Press **OK**.
- 4 Edit the number if necessary.
- 5 Press **OK**.
  - The record is saved.

### 6.8.4 Delete call record(s)

#### Delete a single call record

- 1 Select a call record and press **Options**.
- 2 Scroll to **Delete**. Press **Select**.
- 3 Press **Yes** to confirm.
  - The record is deleted.

#### Delete all call records of a call list

In idle mode:

- 1 Press **Menu**.
- 2 Scroll to **History**. Press **Select**.
- 3 Scroll to the call list you want. Press **Select**.
- 4 Press **Options**.
- 5 Scroll to **Clear List**. Press **Select**.
- 6 Press **Yes** to confirm.
  - All records are deleted.

- The preview area shows the available characters of the key.

#### \* Tip

Use (Left or Right) to move the cursor.

#### Enter symbols

You can enter special symbols such as ? ! : ( ) and many more.

- 1 Press while editing in lower case or upper case mode.
  - A table of symbols is displayed.
- 2 Use to select the symbol you want.
- 3 Press **Select** to enter the symbol.

#### \* Tip

To insert +: press and hold digit key **0**.

#### Delete characters

Press **Clear** to delete the character left of the cursor.

Press and hold **Clear** to delete all the characters on screen.

Symbols input table

., '?!"-()@
/:_;+&%*=<
>£€\$¥°[]{}
\~^;§;#

Upper case input table

Keys	Assigned characters
0	space 0
1	1.,?!-_@%/
2	A B C 2ÀÄÅÆÇΓ
3	D E F 3ÈÉΔΦ
4	G H 14ı
5	J K L 5ȝ
6	M N O 6ÑÒÖØΩ
7	P Q R S 7ΠΨΣ
8	T U V 8ÙÜΘ
9	W X Y Z 9Ξ

### 6.9 Text and number entry

You can enter text and numbers for the contact information and other features.

#### Change the input method

Your phone supports 3 input methods: lower case, upper case, and numeric.

Press during editing.

- The lower right hand corner displays the method you have currently selected. **A** for upper case; **a** for lower case; **1** for numeric mode.

#### Enter text and numbers

- 1 Find the key with the character you want.
- 2 Press it as many times as needed for the character to display on the screen.

---

## 7 Your Skype profile

Your Skype profile stores information about you such as your name, gender, birthdate, phone numbers, etc. Your profile has public and private details. Public details can be viewed by other Skype users, but private details cannot. You are not required to enter any information into your profile. It is strictly optional.

---

### 7.1 Public details

#### View or add/edit the details

In idle mode:

- 1 Press **Menu**.
- 2 Scroll to **Status**. Press **Select**.
- 3 Scroll to **My Profile**. Press **Select**.
- 4 Scroll to **Public Detail**. Press **Select**.
- 5 Scroll to the item you want. Press **Select**.
  - The current setting is displayed.
- 6 Modify the setting.
- 7 Press **OK** or **Select** when finished.
  - The new setting is saved.

---

### 7.2 Private details

The only information stored as private detail is your email addresses (up to 3). Your friends can easily find you on the Skype network if they know your email address.

---

#### 7.2.1 View the details

In idle mode:

- 1 Press **Menu**.
- 2 Scroll to **Status**. Press **Select**.
- 3 Scroll to **My Profile**. Press **Select**.
- 4 Scroll to **Private Detail**. Press **Select**.
  - The private details are displayed.

---

#### 7.2.2 Add an email address

In idle mode:

- 1 Press **Menu**.
- 2 Scroll to **Status**. Press **Select**.

- 3 Scroll to **My Profile**. Press **Select**.
- 4 Scroll to **Private Detail**. Press **Select**.
  - The private details are displayed.
- 5 Press **Options**.
- 6 Scroll to **Add**. Press **Select**.
- 7 Enter the new email address. Press **OK** when finished.
  - The new setting is saved.

---

#### 7.2.3 Edit an email address

In idle mode:

- 1 Press **Menu**.
- 2 Scroll to **Status**. Press **Select**.
- 3 Scroll to **My Profile**. Press **Select**.
- 4 Scroll to **Private Detail**. Press **Select**.
- 5 Scroll to the email address you want. Press **Options**.
- 6 Scroll to **Edit**. Use **Clear** to make corrections.
- 7 Press **Enter** when finished.
  - The new setting is saved.

---

#### 7.2.4 Delete an email address

In idle mode:

- 1 Press **Menu**.
- 2 Scroll to **Status**. Press **Select**.
- 3 Scroll to **My Profile**. Press **Select**.
- 4 Scroll to **Private Detail**. Press **Select**.
- 5 Scroll to the email address you want. Press **Options**.
- 6 Scroll to **Remove**.
  - A confirmation request is displayed.
- 7 Press **Yes** to confirm.
  - The email address is deleted.

## 8 Settings

Make this your handset - change the look and sound to suit your needs and tastes. From the display to sound, this section shows you how to set your preference.

### 8.1 Personalize your phone's display

#### Set the display language

This section only applies to model(s) with multiple language support.

In idle mode:

- 1 Press **Menu**.
- 2 Scroll to **Settings**. Press **Select**.
- 3 Scroll to **General**. Press **Select**.
- 4 Scroll to **Language**. Press **Select**.
- 5 Scroll to the new setting. Press **OK**.
  - *The new setting is saved.*

#### Set the backlit

Backlit is the background light of the screen. The backlit turns on when you press a key on the handset, and it turns off after the time-out period to save power. You can set the backlit time-out period. For example, if the time-out period is 1 minute, the backlit turns off after 1 minute from the last key press.

In idle mode:

- 1 Press **Menu**.
- 2 Scroll to **Settings**. Press **Select**.
- 3 Scroll to **Screen**. Press **Select**.
- 4 Scroll to **Backlight**. Press **Select**.
- 5 Scroll to the new setting. Press **OK**.
  - *The new setting is saved.*

#### Adjusting LCD contrast

Contrast is the intensity of the text and background color displayed on the screen.

Adjusting the contrast changes the darkness of the text and background color.

In idle mode:

- 1 Press **Menu**.
- 2 Scroll to **Settings**. Press **Select**.
- 3 Scroll to **Screen**. Press **Select**.

- 4 Scroll to **Contrast**. Press **Select**.
- 5 Press (Left or Right) to adjust the contrast.
- 6 Press **OK**.
  - *The new setting is saved.*

#### Adjust LCD brightness

Brightness is the amount of light emitted from the screen.

In idle mode:

- 1 Press **Menu**.
- 2 Scroll to **Settings**. Press **Select**.
- 3 Scroll to **Screen**. Press **Select**.
- 4 Scroll to **Brightness**. Press **Select**.
- 5 Press (Left or Right) to adjust the brightness.
- 6 Press **OK**.
  - *The new setting is saved.*

### 8.2 Personalize your phone's sounds

#### Set your handset's ringer melody

Your handset has 4 ringers: Skype, Skypeln, Landline, and Intercom. You can change the melody of each ringer.

In idle mode:

- 1 Press **Menu**.
- 2 Scroll to **Settings**. Press **Select**.
- 3 Scroll to **Tones**. Press **Select**.
- 4 Scroll to **Ring Tone**. Press **Select**.
- 5 Scroll to the ringer you want. Press **Select**.
- 6 Scroll to the melody you want. Press **OK**.
  - *The new setting is saved.*

#### Set your handset's ringer volume

Your handset has 5 ringer volume levels. This setting changes the volume level of all ringers.

In idle mode:

- 1 Press **Menu**.
- 2 Scroll to **Settings**. Press **Select**.
- 3 Scroll to **Tones**. Press **Select**.
- 4 Scroll to **Ring Volume**. Press **Select**.
- 5 Press (Up or Down) to select the volume level.
- 6 Press **Select**.
  - *The new setting is saved.*

## Set your handset's ringer style

Your handset has 5 ringer styles: Ringing, Ascending, Ring Once, Beep Once, Off. This setting changes the ringer type of all ringers. In idle mode:

- 1 Press **Menu**.
- 2 Scroll to **Settings**. Press **Select**.
- 3 Scroll to **Tones**. Press **Select**.
- 4 Scroll to **Ring Type**. Press **Select**.
- 5 Scroll to the new setting. Press **OK**.
  - The new setting is saved.

## Set the notification tones

Notification tones will sound when you have a new missed call, new voicemail or new request(s).

In idle mode:

- 1 Press **Menu**.
- 2 Scroll to **Settings**. Press **Select**.
- 3 Scroll to **Tones**. Press **Select**.
- 4 Scroll to **Notification**. Press **Select**.
- 5 Scroll to the new setting. Press **OK**.
  - The new setting is saved.

## Set the keypad tone

Key tone is the sound you hear when you press a key on your handset.

In idle mode:

- 1 Press **Menu**.
- 2 Scroll to **Settings**. Press **Select**.
- 3 Scroll to **Tones**. Press **Select**.
- 4 Scroll to **Keypad Tone**. Press **Select**.
- 5 Scroll to the new setting. Press **OK**.
  - The new setting is saved.

## Set the confirmation tones

Handset tones will sound upon a successful or unsuccessful operation and upon placing the handset on the charger.

In idle mode:

- 1 Press **Menu**.
- 2 Scroll to **Settings**. Press **Select**.
- 3 Scroll to **Tones**. Press **Select**.
- 4 Scroll to **Confirmation**. Press **Select**.
- 5 Scroll to the new setting. Press **OK**.
  - The new setting is saved.

## 8.3 Call features

Your phone supports a number of call-related features to help you handle and manage your calls more effectively and conveniently. This section describes the call-related features that apply to both the Skype line and landline.

### 8.3.1 Auto answer

Auto answer enables you to answer an incoming call by simply picking up the handset from the charging cradle. You do not need to press a key to answer the call.

#### Activate/deactivate auto answer

In idle mode:

- 1 Press **Menu**.
- 2 Scroll to **Settings**. Press **Select**.
- 3 Scroll to **General**. Press **Select**.
- 4 Scroll to **Auto Answer**. Press **Select**.
- 5 Scroll to the new setting. Press **Select**.
  - The new setting is saved.

### 8.3.2 Area code management

The area code feature automatically adds or removes an area code of an outgoing call. You can define an area code (up to 5 digits) you want to add or remove. Depending on the country, your phone decides either to add or remove an area code.

#### Note

Country code must be set for the area code feature to work properly. See "Select your country", page 10.

#### Enter and activate the area code

In idle mode:

- 1 Press **Menu**.
- 2 Scroll to **Settings**. Press **Select**.
- 3 Scroll to **Call Settings**. Press **Select**.
- 4 Scroll to **Area Code**. Press **Select**.
- 5 Enter the area code (any digit between 0-9, up to 5 digits). Press **OK**.
  - The new setting is saved.

#### Deactivate the area code

In idle mode:

- 1 Press **Menu**.

- 2** Scroll to **Settings**. Press **Select**.
- 3** Scroll to **Call Settings**. Press **Select**.
- 4** Scroll to **Area Code**. Press **Select**.
- 5** Press **Clear** to delete the area code.
- 6** Press **OK**.
  - The new setting is saved.

## 8.4 Skype call features

Skype offers a lot call-related features. This section describes the call-related features that apply to the Skype line only.

### 8.4.1 Preferred line

See “Assign a preferred line”, page 16.

### 8.4.2 Call forward

If you do not want to miss a call you can re-direct Skype calls to another landline or mobile number when you are away from your home or office.

#### Activate call forward and enter a number

In idle mode:

- 1** Press **Menu**.
- 2** Scroll to **Settings**. Press **Select**.
- 3** Scroll to **Call Settings**. Press **Select**.
- 4** Scroll to **Call Forward**. Press **Select**.
- 5** Scroll to **Call Forward**. Press **Select**.
- 6** Scroll to **Yes**. Press **Select**.
- 7** Enter the number you want to forward your calls to. Press **OK**.
  - Your calls will be forwarded to the other number.

#### >Note

Skype Voicemail Disabled: After you have activated call forwarding, all your calls will be diverted to the forwarded number. If you are unable to answer calls, callers will not be able to leave a message at your Skype voicemail until you have deactivated call forwarding.

#### Change the forwarding number

In idle mode:

- 1** Press **Menu**.
- 2** Scroll to **Settings**. Press **Select**.
- 3** Scroll to **Call Settings**. Press **Select**.
- 4** Scroll to **Call Forward**. Press **Select**.

- 5** Scroll to **Forward To**. Press **Select**.
- 6** Enter/Edit the number you want to forward your calls to.
- 7** Press **OK**.
  - Your calls will be forwarded to the other number.

#### Deactivate call forward

In idle mode:

- 1** Press **Menu**.
- 2** Scroll to **Settings**. Press **Select**.
- 3** Scroll to **Call Settings**. Press **Select**.
- 4** Scroll to **Call Forward**. Press **Select**.
- 5** Scroll to **Call Forward**. Press **Select**.
- 6** Scroll to **No**. Press **Select**.
  - Call forward is cancelled.

### 8.4.3 Do not disturb

Change your Skype status to DND (Do not disturb), and Skype turns off all the ringers for all Skype and Skypeln calls. Your handset will not ring when it receives Skype calls.

#### Activate/Deactivate do not disturb

In idle mode:

- 1** Press **Menu**.
- 2** Scroll to **Status**. Press **Select**.
- 3** Scroll to **Change Status**. Press **Select**.
- 4** Scroll to **DND**. Press **Select**.
  - The new setting is saved.

#### \* Tip

You can also use the change status menu Shortcut: Press (Up) during standby.

### 8.4.4 Privacy

The privacy feature lets you configure which contact can call you. It is possible to configure Skype so that anyone can call you or only your contacts can call you or only authorized users can call you. Explore the different options in the menu.

In idle mode:

- 1** Press **Menu**.
- 2** Scroll to **Settings**. Press **Select**.
- 3** Scroll to **Privacy**. Press **Select**.
- 4** Scroll to the kind of calls you want to modify. Press **Select**.

5 Scroll to the new setting. Press **Select**.

- *The new setting is saved.*

6 Scroll to the new setting. Press **OK**.

- *The new setting is saved.*

## 8.5 Landline call features

This section describes the call-related features that apply to the landline only.

### 8.5.1 Dial mode

Dial mode is the telephone signal used in your country. Your phone supports tone (DTMF) and pulse (rotary) dialing. Your phone shall already be set up for use in your country. For details, consult your service provider.

#### Select dial mode

In idle mode:

1 Press **Menu**.

2 Scroll to **Settings**. Press **Select**.

3 Scroll to **Advanced**. Press **Select**.

4 Scroll to **Landline**. Press **Select**.

5 Scroll to **Dial Mode**. Press **Select**.

6 Scroll to the new setting. Press **OK**.

- *The new setting is saved.*

#### Tip

Temporary Tone Mode: If your phone is set to pulse dialing, press and hold  during a call for temporary tone mode. “d” displays. Digits entered after “d” are sent out as tone signal (on this call only).

### 8.5.2 Recall selection

Recall is a signal that needs to be sent when using some of the calling features such as making or answering a second call. Your phone supports different recall signals. You can make changes depending on the requirements. Your phone shall already be set up for use in your country. For details, consult your service provider.

#### Select recall duration

In idle mode:

1 Press **Menu**.

2 Scroll to **Settings**. Press **Select**.

3 Scroll to **Advanced**. Press **Select**.

4 Scroll to **Landline**. Press **Select**.

5 Scroll to **Flash**. Press **Select**.

### 8.5.3 Pause selection

A pause is a break you can enter when making a call. A pause is used for calls such as PABX and operator services. Your phone supports different pause durations. For details, consult your service provider.

#### Select pause duration

In idle mode:

1 Press **Menu**.

2 Scroll to **Settings**. Press **Select**.

3 Scroll to **Advanced**. Press **Select**.

4 Scroll to **Landline**. Press **Select**.

5 Scroll to **Pause**. Press **Select**.

6 Scroll to the new setting. Press **OK**.

- *The new setting is saved.*

### 8.5.4 Category number

#### Note

This section only applies to model(s) with Category number support.

Some telephone providers send a category number along with the CallerID. Consult your service provider on category number handling. To call back from the history properly, change setting to **Yes** if your telephone service provider sends out a category number, or change setting to **No** if the category number is not sent.

#### Set category number

In idle mode:

1 Press **Menu**.

2 Scroll to **Settings**. Press **Select**.

3 Scroll to **Advanced**. Press **Select**.

4 Scroll to **Landline**. Press **Select**.

5 Scroll to **Cat. Number**. Press **Select**.

6 Scroll to the new setting. Press **OK**.

- *The new setting is saved.*

## 8.6 Extra features

Discover and explore the additional features your phone offers! Find out how these features can benefit you and help you make the most from your phone.

### 8.6.1 Keypad lock

You can lock the keypad to prevent accidental presses on the handset while you are carrying it around.

#### Lock the keypad

In idle mode:

Press and hold .

- The keypad is locked, and  is displayed.

#### Unlock the keypad

In idle mode:

1 Press **Unlock**.

- **Press \* to unlock?** is displayed.

2 Press  to unlock.

- The keypad is unlocked.

### 8.6.2 Search missing handset(s)

In idle mode:

1 Press  on the base unit.

- All the handsets connected to this base unit ring.

2 Press  on the base unit again to stop paging.

- All the handsets stop ringing.

OR

2 Press any key on the handset to stop the paging of that handset.

## 8.7 System settings

### 8.7.1 Set your country code

The country setting of your phone has been set during the initial set up of your phone. You can make changes to the country code on your phone. The country code is the international calling code for a country (example, "1" for Canada), see "Country codes list", page 34.

Please refer to glossary for details about country code, see page 39.

In idle mode:

1 Press **Menu**.

2 Scroll to **Settings**. Press **Select**.

3 Scroll to **Call Settings**. Press **Select**.

4 Scroll to **Country Code**. Press **OK**.

5 Edit the country code. Use **Clear** to make corrections.

6 Press **OK**.

- The new setting is saved.

#### ⚠ Warning

The phone may not work properly without correct country code entry.

#### >Note

After country set up, your handset's power switches off. It will switch back on in a few seconds after updating the country settings.

### 8.7.2 Register your handset(s) with additional base

This section shows you how to register your handset to additional base unit(s). If your handset displays **Unregistered**, refer to "Register the handset", page 11.

In idle mode:

1 Press **Menu**.

2 Scroll to **Settings**. Press **Select**.

3 Scroll to **Handset**. Press **Select**.

4 Scroll to **Register**. Press **Select**.

5 Enter the system PIN (Default: 0000). Use **Clear** to make corrections.

6 Press **Enter** to confirm.

- Your handset starts searching for the base.

7 Press  on the base unit until the two indicators start blinking.

#### >Note

Each handset can register up to 4 base units. After registering to 4 base units, your handset registration memory is full.

### 8.7.3 Select a base unit

You can switch your handset between different base units if your handset has registered to these base units. For your convenience, you can

program the handset to automatically connect to the closest base unit. You can also program the handset to only connect to a fixed base unit you have specified.

### >Note

Your handset must be registered to the base units you want to select beforehand.

In idle mode:

- 1 Press **Menu**.
- 2 Scroll to **Settings**. Press **Select**.
- 3 Scroll to **Handset**. Press **Select**.
- 4 Scroll to **Select Base**. Press **Select**.
- 5 Scroll to the base unit you want or select **Auto** if you want your handset to automatically connect to the closest base unit.
- 6 Press **Select**.
  - The new setting is saved.

### 8.7.4 Unregister a handset

Use one handset to unregister another handset that shares the same base unit.

In idle mode:

- 1 Press **Menu**.
- 2 Scroll to **Settings**. Press **Select**.
- 3 Scroll to **Handset**. Press **Select**.
- 4 Scroll to **De-register**. Press **Select**.
- 5 Scroll to the handset (number) you want to delete. Press **Enter**.

#### \* Tip

The handset number displays beside the word "Skype" during standby. For example, Skype (1).

- 6 Enter the system PIN (Default: 0000). Use **Clear** to make corrections.
- 7 Press **Enter** to confirm.
  - The handset is unregistered.

### 8.7.5 Change the system PIN

The system PIN is used for registering, deleting handsets, and protecting the access rights to some of the other menus. The default system PIN is 0000. You can personalize the PIN for greater security.

In idle mode:

- 1 Press **Menu**.

- 2 Scroll to **Settings**. Press **Select**.
- 3 Scroll to **Handset**. Press **Select**.
- 4 Scroll to **Change PIN**. Press **Select**.
- 5 Enter the system PIN. Press **Enter** to confirm. Use **Clear** to make corrections.
- 6 Enter the new system PIN. Press **Enter**.
- 7 Enter the new system PIN again for verification. Press **Enter**.
  - The new setting is saved.

### Note

Write down your PIN and save it for future use. If you have forgotten the PIN, call your dealer for assistance.

### 8.7.6 Reset the default settings

The default settings are the original factory settings of your phone. You can reset your phone settings to factory default. You can reset all the settings, but keep the network settings.

In idle mode:

- 1 Press **Menu**.
- 2 Scroll to **Settings**. Press **Select**.
- 3 Scroll to **Advanced**. Press **Select**.
- 4 Scroll to **Reset Device**. Press **Select**.
- 5 Scroll to **Reset All** to reset all the settings including the network settings,

#### OR

- 5 Scroll to **Keep Network** to reset all the settings except the network settings.
- 6 Press **Select**. Enter the system PIN. Press **Enter** to confirm. Use **Clear** to make corrections.
  - A confirmation request is displayed.
- 7 Press **Yes** to confirm.
  - All settings have reset.

### Note

After reset, your handset's power switches off. It will switch back on in a few seconds after updating all the settings.

To find out what settings are being reset, see "Default settings", page 35.

### 8.8 Network settings

This section describes the information on viewing and changing the internet network settings of

your phone. You shall not need to configure the network after setting up the phone. This section is recommended for advanced users who want to configure the network with their static IP address.

#### ⚠ Warning

Incorrect settings will affect Skype usage on this phone. We recommend that you consult your network administrator or service provider before making any changes to the network settings.

#### 8.8.1 View your network setting

In idle mode:

- 1 Press **Menu**.
- 2 Scroll to **Settings**. Press **Select**.
- 3 Scroll to **Information**. Press **Select**.
- 4 Scroll to view the information. Press **Back** when finished.

#### 8.8.2 DHCP

By default, DHCP is activated. If you configure the network to use your own static IP address, DHCP will be deactivated. You can re-activate DHCP.

##### Activate DHCP

In idle mode:

- 1 Press **Menu**.
- 2 Scroll to **Settings**. Press **Select**.
- 3 Scroll to **Network**. Press **Select**.
- 4 Scroll to **DHCP**. Press **Select**.
  - An activation request is displayed.
- 5 Press **OK** to confirm.
  - Your IP address is displayed. The new setting is saved.

#### 8.8.3 PPPoE

If your internet service provider requires you to use PPPoE, you can configure your user name and password for the PPPoE connection.

##### Activate PPPoE

In idle mode:

- 1 Press **Menu**.
- 2 Scroll to **Settings**. Press **Select**.

- 3 Scroll to **Network**. Press **Select**.
- 4 Scroll to **PPPoE**. Press **Select**.
  - An activation request is displayed.
- 5 Press **Yes** to confirm.
  - The new setting is saved.

#### 8.8.4 Configure a static IP

You can configure the network to use your own static IP. In idle mode:

- 1 Press **Menu**.
- 2 Scroll to **Settings**. Press **Select**.
- 3 Scroll to **Network**. Press **Select**.
- 4 Scroll to **Static IP**. Press **Select**.
  - A confirmation request is displayed.
- 5 Press **Yes** to confirm.
- 6 Follow the on-screen instruction to finish configuring your network.

##### Configure individual network settings

After configuring to use your own static IP, you can also make changes to other settings in the network such as subnet mask, gateway address, DNS, etc.

In idle mode:

- 1 Press **Menu**.
- 2 Scroll to **Settings**. Press **Select**.
- 3 Scroll to **Network**. Press **Select**.
- 4 Scroll to the item you want to change. Press **Select**.
- 5 Edit the information. Press **Enter**.
  - The new setting is saved.

#### 8.8.5 Reset the Network

In idle mode:

- 1 Press **Menu**.
- 2 Scroll to **Settings**. Press **Select**.
- 3 Scroll to **Network**. Press **Select**.
- 4 Scroll to **Reset Network**. Press **Select**.
  - A confirmation request is displayed.
- 5 Press **Yes** to confirm.
  - The network setting is reset.

#### 8.9 Web page configuration

You can configure some of the network settings, Skype settings, system upgrade, and

administrative settings from the web page. You shall not need to configure most of these settings after setting up the phone. This section is recommended for advanced users only.

### **⚠ Warning**

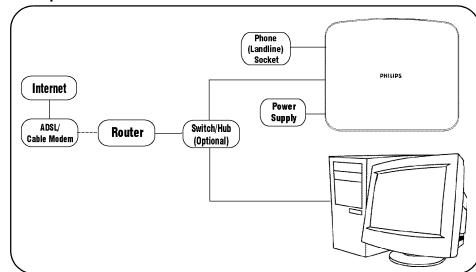
Incorrect network settings will affect Skype usage on this phone. We recommend that you consult your network administrator or service provider before making any changes to the network settings.

#### **8.9.1 Access the Web page**

Minimum system requirement:

- VOIP841 set
- Computer with a web browser
- Router
- Internet connection

Make sure your phone is properly connected and set up sharing the same network with your computer as shown below.



- 1 Open a Web browser.
- 2 Enter your phone's IP address at the address bar.
  - An authentication window pops out.

### **\* Tip**

To find your phone's IP address, see "View your network setting", page 32.

- 3 Enter the user name and password.  
The default user name is **philips** and the default password is **voip841**.



After verifying your user name and password, you will see the configuration home page (see next page).

### **The home page**

The home page shows your current system and network settings.

### **The network page**

The network page shows your current internet connection type and Ethernet speed. You can make changes to these settings on this page.

### **The Skype page**

The Skype page shows your current Skype status. You can create a new Skype account or sign in to Skype from this page.

### **The system page**

You can upgrade your phone's operating system from this page. You will first need to download the latest software image from the Philips Consumer Electronics web page, philips.com.

### **⚠ Warning**

System upgrade must not be interrupted. During system upgrade, make sure your base unit is powered on at all times. Interrupting the upgrade process will cause your phone to become non-functional. Contact your Service Center if your phone has become non-functional.

### **The administration page**

You can change the web page access password on this page. You can also reset your phone to factory default feature and network settings.

## System Information

Network

Skype

System

Administration

## System Information

System Uptime :	0 day 0 hour 0 minute
Skype Version :	V1.0
UI Version :	V1.0
Firmware Version :	V1.0
uClinux Kernel Version :	V1.0
Web Server Version :	1.1

## Network Information

Interface Status :	Connected
Link Status :	100M Full Duplex
IP Assignment :	DHCP
MAC Address :	00:00:00:00:00:00
IP Address :	0.0.0.0
Subnet Mask :	255.255.255.255
Default Gateway :	0.0.0.0
Primary DNS :	0.0.0.0
Secondary DNS :	0.0.0.0

Refresh

## 8.10 Country codes list

The country code is the international calling code for a country, see page 10 and page 30 for details.

Abbreviation - Country		Code
AU	Australia	61
AT	Austria	43
BE	Belgium	32
CA	Canada	1
CZ	Czech Republic	420
DK	Denmark	45
FI	Finland	358
FR	France	33
DE	Germany	49
GR	Greece	30
IE	Ireland	353
IT	Italy	39
LU	Luxembourg	352

Abbreviation - Country		Code
NL	Netherlands	31
NZ	New Zealand (Aotearoa)	64
NO	Norway	47
PL	Poland	48
PT	Portugal	351
RO	Romania	40
SK	Slovak Republic	421
ES	Spain	34
SE	Sweden	46
CH	Switzerland	41
TR	Turkey	90
GB	United Kingdom	44
US	United States	1

---

## 9 Default settings

These are the factory pre-programmed settings of your phone.

General Setting			
Language	Language 1	Time Zone	GMT
Date	Jan 1 2006	Time	12:00 AM
Date Format	Country 1	Time Format	Country 1
Date Separator	Country 1	Time Separator	Country 1
Backlit	1 minute	Auto Answer	OFF
LCD Contrast	Mid Level	LCD Brightness	Mid Level
Preferred Line	Always Ask	Auto Sign in	Yes
Dial Mode	Country 1	Category Number	OFF
Recall	Recall one	Pause Selection	Pause one
Area Code number	Empty	Skype User Name	Empty
Skype Password	Empty	Time out	1 minute
Auto Update	No	VMWI indication	Reset
CID format (if applicable)	Disabled		
Sound Setting			
Skype Ring Melody	Melody 2	Landline Ring Melody	Melody 1
SkypeIn Ring Melody	Melody 1	Intercom Ring Melody	Melody 1
Ring Volume	Volume 3	Receiver Volume	Volume 3
Ring Type	Ringer ON	Notification Tone	ON
Keypad Tone	ON	Confirmation Tones	ON
Call History Setting			
All Calls List	Keep all	Incoming Call List	Keep all
Missed Call List	Keep all	Outgoing Call List	Keep all
Voice-mail Indicator	Reset		
System Setting			
PIN Code	0000	Base Selection	Auto
Country	Reset		
Network Setting			
DHCP	Enabled	Network Proxy Option	Auto detect
Network Proxy Host	Auto detect	Network Proxy Port	Auto detect
Proxy Authentication	Disabled	Authentication User Name	Empty
Authentication Password	Empty	Application Port	Skype default
Alternate Application Ports	Skype default	IP address	DHCP
Subnet mask	DHCP	Default gateway	DHCP
Primary DNS	DHCP	Secondary DNS	DHCP

---

## 10 Menu structure

The table below describes the menu tree of your phone.

Reminder: Press **Menu** to enter the main menu.

Use (Up or Down) to navigate the menus.

Press to exit from any menu instantly.

\*This menu only applies to a certain model or country group.

Contacts	History	Status	Add Contact
Options	All calls	Change status	Skype
Call	Missed calls	My profile	SkypeOut
Send voicemail	Incoming calls	Sign out	
View profile	Outgoing calls		
Rename	Voicemails		
Remove	New contact		
Block			
Request detail			

Search	Services	Settings
Enter name	Skype credit Skypeln Voicemail	General Call settings Privacy Tones Screen Time & Date Network Handset Information Advanced

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## 11 Technical data

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### **Display**

- High quality 1.5" display
- 65k colors
- 128 x 128 pixels
- Progressive LCD backlight

### **General telephone features**

- Caller name & number identification
- Skype and Landline calls
- Skype and Landline voicemails
- Ring profiles

### **Contacts list and Call history list**

- 500 Skype and SkypeOut contacts
- Call history list with 50 missed calls,  
50 incoming calls, 20 outgoing calls

### **Battery**

- 2 x AAA NiMH 750mAh batteries

### **Weight and dimensions**

- Handset: 140 grams  
151.7 x 28.3 x 45.7 mm (H x D x W)
- Base: 240 grams  
113.5 x 53 x 135 mm (H x D x W)

### **Temperature range**

- Operation: 0°C to +46°C
- Storage: -25°C to +70°C

### **Relative humidity**

- Operation: Up to 95% at 40°C
- Storage: Up to 95% at 40°C

---

## 12 Frequently asked questions

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In this chapter you will find the most frequently asked questions and answers about your phone.

### Set up

#### The handset does not switch on.

- Charge the battery: Put the handset on charger. The battery icon is animated while charging. After a few moments the phone will switch on.

#### The handset does not charge.

- Check charger connections.
- The battery may be defective. Purchase new battery from your dealer.
- Check that the batteries are inserted correctly.

#### Communication is lost during a call.

- Charge the battery.
- Move closer to the basestation.

#### “Range” icon is flashing

- Move closer to the basestation.
- If the handset displays **Unregistered**, it is unregistered. Register the handset, see page 11.

#### No dial tone on landline.

- Check the phone and power connections.
- The handset may be out of range. Move closer to the basestation.
- The battery capacity may be low. Charge battery.

---

### Sound

#### Handset does not ring.

Check that the handset ringer is turned on. See page 27.

#### Caller does not hear me.

Microphone may be muted: during call, press  to unmute the microphone.

#### No parking tone from the handset.

- Check the power connections of the charger.
- The handset may not be placed properly. Try again.
- Charging contacts may be dirty. Clean contacts with a damp cloth.
- Turn on the handset tone. See page 27.
- Switch on the handset's power. See page 11.

### Product behaviour

#### Keypad does not work.

Unlock your keypad: press **Unlock** and press  to unlock.

#### The handset warms up when making a long call.

This is normal behavior. The handset consumes energy while calling.

#### Bad audio quality (crackles, echo, etc.) during a call

- The handset may be nearly out of range. Move closer.
- The phone may be interfered by nearby electrical appliance. Move the base unit to a different location.
- The phone may be at a location with thick walls. Move the base unit to a different location.

#### Caller ID does not display

- Caller ID service may not be activated. Check with your service provider.
- The caller's information may be withheld or is unavailable.

#### Make/answer a second call does not work.

- Second call service may not be activated. The second call service may not be available from your telephone operator, check availability of the service with your telephone service provider.
- Check that the recall selection is correct. See page 29.

---

## 13 VOIP841 Glossary

### A

#### **Area Code**

Area codes usually indicate geographical areas within one country that are covered by one or more telephone exchanges. You may need this to return local, national or international calls received on the landline (for example, area code 20 is added in front of the local number if you are calling to London from outside of the London area in UK).

### C

#### **Country Code**

This is the international calling code for your country (for example, 1 for US, 44 for UK or 33 for France).

Proper country code entry is required to ensure landline functionality configured to correspond to your country.

### D

#### **DHCP**

Dynamic Host Configuration Protocol (automating the configuration of devices that use TCP/IP).

### DNS

Domain Name System (an Internet service that translates domain names into IP addresses).

Example: domain name [www.example.com](http://www.example.com) may translate to 198.103.243.5).

### G

#### **Gateway Address**

A default gateway is a router on a computer network that serves as an access point to another network.

In homes, the gateway is the ISP that connects the user to the Internet.

### I

#### **IP Address**

A unique number that devices use for identification and communication purpose with

each other on a network utilizing the Internet Protocol standard.

### L

#### **LCD**

Liquid Crystal Display (a thin, flat display device made up of any number of color or monochrome pixels)

### P

#### **Ports**

A port is an endpoint to a logical connection. Port numbers range from 0 to 65536. (Example: ftp uses port 21).

### PPPoE

Point-to-Point Protocol Over Ethernet (used mainly in ADSL services).

### Proxy Server

A device that offers a network service to allow clients to make indirect network connections to other network services.

### S

#### **Static IP Address**

A constant IP address used to identify semi-permanent devices such as servers.

### Subnet Mask

A mask used to determine what subnetwork an IP address belongs to. (Example: 255.255.255.0).

### V

#### **VMWI**

Voice Mail Waiting Indication (for Landline only).

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## Contact information

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Web address: <http://www.philips.com/support>





You can check and download the updated  
information on the VOIP841 at the following web  
address: <http://www.philips.com/support>

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Document order number: 3111 285 31981

Printed in China